



**THE EFFECT OF EMOTIONAL INTELLIGENCE ON EMPLOYEES'  
PERFORMANCE**

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**2015116955**

**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (INTERNATIONAL BUSINESS)  
FACULTY OF BUSINESS AND MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MELAKA KAMPUS BANDARAYA**

**JANUARY 2018**

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**Submitted in Partial Fulfilment of the Requirement  
for the Bachelor of Business Administration with Honours  
(International Business)**

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**JANUARY 2018**

**DECLARATION OF ORIGINAL WORK**



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“DECLARATION OF ORIGINAL WORK”**

I, Nur Fhatin Adillah Binti Mat Azalan, (I/C Number: 940813-05-5456)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date: 10<sup>th</sup> January 2018

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Nur Fhatin Adillah Binti Mat Azalan

## LETTER OF SUBMISSION

Associate Professor Dr. Roaimah binti Omar

Lecturer of UiTM Melaka City Campus

Faculty of Business and Management

Universiti Teknologi MARA

110, Off Jalan Hang Tuah

75300 Melaka.

Dear Associate Professor Dr. Roaimah binti Omar,

### **SUBMISSION OF PROJECT PAPER (IBM 672)**

Enclosed here is the project paper entitled “**The Effect of Emotional Intelligence on Employees’ Performance**” to fulfil the requirement as needed by the Faculty of Business and Management, Universiti Teknologi MARA (UiTM).

Thank you.

Yours sincerely,

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Nur Fhatin Adillah Binti Mat Azalan

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## **ABSTRACT**

This research paper involves the investigation on the impact of Emotional Intelligence on Employees' Performance. The competencies of Emotional Intelligence studied were self-awareness, self-management, social awareness and relationship management. Data collected were from a convenient sample size of 306 employees in Petroleum Nasional Berhad (Petronas).

The result agrees with earlier the opinion that emotional intelligence relates to employees' performance.

**Keywords:** Self-Awareness, Self-Management, Social Awareness, relationship Management.